RingCentral: Desktop, Mobile, & Desk Phone Mastery
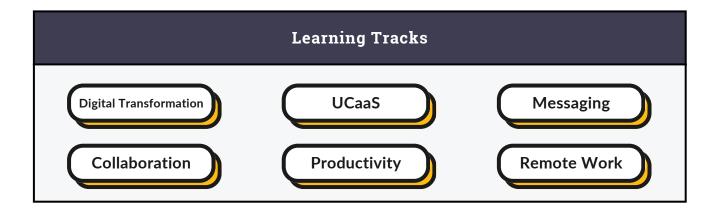
OUTPUT WORKSHOP

✉ hello@output.training
📞 (844) 3OUTPUT

Course Description

This course equips everyday users to confidently use RingCentral on desktop, mobile, and desk phones. Participants learn how to place, receive, transfer, and manage calls, access and personalize voicemail, send digital faxes, schedule or join video meetings, and configure important - but often ignored - user settings such as call handling rules, working hours, and forwarding. The overall objective of the course is to boost employee productivity and efficiency by allowing them to fully utilize the capabilities of the RingCentral unified communications system.

Learning Tracks

Digital Transformation	UCaaS	Messaging
Collaboration	Productivity	Remote Work

Why This Course Matters

- Improves response times and call handling quality for customers and coworkers.

- Reduces escalations by teaching self-serve fixes and explaining important user settings.

- Increases productivity by enforcing proper user extension configuration like presence keys, work schedules, and voicemail features.

Who Should Attend

Register Now

All Staff that use the phone system

COURSE SYLLABUS

Course Overview

Proficiency for handling calls, voicemail, fax, messages, and meetings across desktop, mobile, and desk phones on the RingCentral system

What You'll Learn

1 Calling basics across all 3 RingCentral platforms

2 Advanced call handling features & best practices

3 HUD & presence settings

4 Video & audio meetings

5 Integrations & productivity boosters

Syllabus

1. Traditional Desk Phone Devices

2. Apps and Sign-in

3. Making and Receiving Calls (Softphone apps)

4. Transfers, 3-Way Calls, and Conferencing

5. Voicemail Access & Personalization

6. Digital Faxing

7. Heads-Up Display (HUD) and Presence

8. Call Handling Rules & Working Hours

9. Audio & Devices

10. Video Meetings

Register Now

Check out our other courses at:

https://Output.Training